

**THE THIRTIETH LEGISLATURE**  
**APPLICATION FOR GRANTS**  
**CHAPTER 42F, HAWAII REVISED STATUTES**

Type of Grant Request:



Operating



Capital

Legal Name of Requesting Organization or Individual: Dba:

Helping Hands Hawai'i

Amount of State Funds Requested: \$ 150,000.00

Brief Description of Request (Please attach word document to back of page if extra space is needed):

According to the U.S. Census, 24.2% of Hawaii's population has identified as speaking a language other than English and struggle to access community resources and services. Helping Hands Hawai'i will provide interpretation and written translation to low-income, Limited English Proficient communities to bridge the language gap, ensuring equitable access for everyone.

Amount of Other Funds Available:

State: \$ 0

Federal: \$ 0

County: \$ 22,925.00

Private/Other: \$ 251,000.00

Total amount of State Grants Received in the Past 5  
Fiscal Years:

\$ 0 (Program specific)

Unrestricted Assets:

\$ 850,881.00

New Service (Presently Does Not Exist): ☐ Existing Service (Presently in Operation): ☒

Type of Business Entity:



501(C)(3) Non Profit Corporation



Other Non Profit



Other

Mailing Address:

2100 N. Nimitz Hwy.

City:

Honolulu

State:

HI

Zip:

96819

Contact Person for Matters Involving this Application

Name:

Jessica Daniels

Title:

Program Manager

Email:

jessica@helpinghandshawaii.org

Phone:

808-440-3813

  
Authorized Signature

Danielle Maldonado, Director of Operations

Name and Title

1/14/25

Date Signed

## Application Submittal Checklist

*The following items are required for submittal of the grant application. Please verify and check off that the items have been included in the application packet.*

- ☒ 1) Hawaii Compliance Express Certificate (If the Applicant is an Organization)
- ☒ 2) Declaration Statement
- ☒ 3) Verify that grant shall be used for a public purpose
- ☒ 4) Background and Summary
- ☒ 5) Service Summary and Outcomes
- ☒ 6) Budget
  - a) Budget request by source of funds ([Link](#))
  - b) Personnel salaries and wages ([Link](#))
  - c) Equipment and motor vehicles ([Link](#))
  - d) Capital project details ([Link](#))
  - e) Government contracts, grants, and grants in aid ([Link](#))
- ☒ 7) Experience and Capability
- ☒ 8) Personnel: Project Organization and Staffing



Danielle Maldonado, Director of Operations

1/14/25

AUTHORIZED SIGNATURE

PRINT NAME AND TITLE

DATE



STATE OF HAWAII  
STATE PROCUREMENT OFFICE

**CERTIFICATE OF VENDOR COMPLIANCE**

This document presents the compliance status of the vendor identified below on the issue date with respect to certificates required from the Hawaii Department of Taxation (DOTAX), the Internal Revenue Service, the Hawaii Department of Labor and Industrial Relations (DLIR), and the Hawaii Department of Commerce and Consumer Affairs (DCCA).

**Vendor Name:** **HELPING HANDS HAWAII**

**Issue Date:** **12/09/2024**

**Status:** **Compliant**

Hawaii Tax#: 20055848-01  
New Hawaii Tax#: GE-1096507392-01  
FEIN/SSN#: XX-XXX5077  
UI#: XXXXXX0897  
DCCA FILE#: 25966

Status of Compliance for this Vendor on issue date:

Form	Department(s)	Status
A-6	Hawaii Department of Taxation	Compliant
8821	Internal Revenue Service	Compliant
COGS	Hawaii Department of Commerce & Consumer Affairs	Exempt
LIR27	Hawaii Department of Labor & Industrial Relations	Compliant

**Status Legend:**

Status	Description
Exempt	The entity is exempt from this requirement
Compliant	The entity is compliant with this requirement or the entity is in agreement with agency and actively working towards compliance
Pending	A status determination has not yet been made
Submitted	The entity has applied for the certificate but it is awaiting approval
Not Compliant	The entity is not in compliance with the requirement and should contact the issuing agency for more information

**DECLARATION STATEMENT OF  
APPLICANTS FOR GRANTS PURSUANT TO  
CHAPTER 42F, HAWAII REVISED STATUTES**

The undersigned authorized representative of the applicant certifies the following:

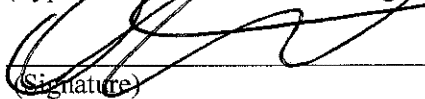
- 1) The applicant meets and will comply with all of the following standards for the award of grants pursuant to Section 42F-103, Hawaii Revised Statutes:
  - a) Is licensed or accredited, in accordance with federal, state, or county statutes, rules, or ordinances, to conduct the activities or provide the services for which a grant is awarded;
  - b) Complies with all applicable federal and state laws prohibiting discrimination against any person on the basis of race, color, national origin, religion, creed, sex, age, sexual orientation, or disability;
  - c) Agrees not to use state funds for entertainment or lobbying activities; and
  - d) Allows the state agency to which funds for the grant were appropriated for expenditure, legislative committees and their staff, and the auditor full access to their records, reports, files, and other related documents and information for purposes of monitoring, measuring the effectiveness, and ensuring the proper expenditure of the grant.
- 2) If the applicant is an organization, the applicant meets the following requirements pursuant to Section 42F-103, Hawaii Revised Statutes:
  - a) Is incorporated under the laws of the State; and
  - b) Has bylaws or policies that describe the manner in which the activities or services for which a grant is awarded shall be conducted or provided; and
- 3) If the applicant is a non-profit organization, it meets the following requirements pursuant to Section 42F-103, Hawaii Revised Statutes:
  - a) Is determined and designated to be a non-profit organization by the Internal Revenue Service; and
  - b) Has a governing board whose members have no material conflict of interest and serve without compensation.
- 4) The use of grant-in-aid funding complies with all provisions of the Constitution of the State of Hawaii (for example, pursuant to Article X, section 1, of the Constitution, the State cannot provide "... public funds ... for the support or benefit of any sectarian or nonsectarian private educational institution...").

Pursuant to Section 42F-103, Hawaii Revised Statutes, for grants used for the acquisition of land, when the organization discontinues the activities or services on the land acquired for which the grant was awarded and disposes of the land in fee simple or by lease, the organization shall negotiate with the expending agency for a lump sum or installment repayment to the State of the amount of the grant used for the acquisition of the land.

Further, the undersigned authorized representative certifies that this statement is true and correct to the best of the applicant's knowledge.

**Helping Hands Hawai'i**

(Typed Name of Individual or Organization)



(Signature)

**1/14/25**

(Date)

**Danielle Maldonado**

(Typed Name)

**Director of Operations**

(Title)

## Application for Grants

*If any item is not applicable to the request, the applicant should enter "not applicable".*

### **I. Certification – Please attach immediately after cover page**

#### **1. Hawaii Compliance Express Certificate (If the Applicant is an Organization)**

If the applicant is an organization, the applicant shall submit one (1) copy of a Hawaii Compliance Express Certificate from the Comptroller of the Department of Accounting and General Services that is dated no earlier than December 1, 2024.

See attachment.

#### **2. Declaration Statement**

The applicant shall submit a declaration statement affirming its compliance with **Section 42F-103, Hawaii Revised Statutes**

See Attachment.

#### **3. Public Purpose**

The applicant shall specify whether the grant will be used for a public purpose pursuant to **Section 42F-102, Hawaii Revised Statutes**

Helping Hands Hawai'i confirms the grant will be used for a public purpose pursuant to **Section 42F-102, Hawaii Revised Statutes.**

### **II. Background and Summary**

This section shall clearly and concisely summarize and highlight the contents of the request in such a way as to provide the State Legislature with a broad understanding of the request. Please include the following:

#### **1. A brief description of the applicant's background;**

Helping Hands Hawai'i is a 501(c)(3) nonprofit incorporated in 1974 that provides critical social services through our programs (Bilingual Access Line, Community Clearinghouse, Representative Payee, and SNAP Outreach) to improve people's quality of life and empower them on their path to a better tomorrow. We envision a thriving, resilient and self-sufficient community connected for generations through acts of aloha. Through the Bilingual Access Line (BAL), we have offered written translation and interpreting services since 1985.

#### **2. The goals and objectives related to the requests;**

Helping Hands Hawaii's Bilingual Access Line (BAL) will complete 1,200 interpretations or written translations for low-income individuals of all ages who need language support in Hawaii. Our BAL interpreters ensure professional, impartial language support and effective communication that can facilitate conversations between Limited English Proficient (LEP) individuals and businesses, service providers, and other agencies in Hawaii. Interpreters are available in person, phone, and video remote in over 250 languages. Success will be measured by the total number of completed appointments and surveys evaluating our services to improve program deliverables.

3. The public purpose and need to be served;

According to the State of Hawaii's Office of Language Access, "Language barriers often prohibit many residents from fully participating in our community and undermine efforts to become self-sufficient and productive." Title VI of the Civil Rights Act of 1964 prohibits discrimination based on race or national origin. Section 504 of the Rehabilitation Act of 1973 requires providers and entities receiving federal funding to make language services available to Limited English Proficient (LEP) individuals. To remove language obstacles that impede the human rights of LEP individuals, the Hawaii State Legislature adopted the Language Access Law (HRS 371-Part II) in 2006.

LEP individuals continue to have difficulty accessing healthcare, housing, education, and government benefits. Lengthy eligibility requirements and sophisticated application processes can be stressful for individuals who are trying to understand complex terminology in their non-native language. These vulnerable people are in all communities within the state and need language support.

4. Describe the target population to be served; and

According to the U.S. Census, 24.2% of Hawaii's population has identified as speaking a language other than English. In 2023, about 256,000 immigrants, around 17.8% of the state's population, were struggling to access basic information. Immigrants are unaware of our systems and processes and without interpretation services cannot navigate these situations and acclimate to our community. BAL offers a linguistic solution to individuals who are, but are not limited to, seniors, individuals with disabilities, children, survivors of domestic violence, and people experiencing homelessness, substance use or poor mental health.

Because one in four Hawaii residents speak a language other than English at home, which is higher than the U.S. average of 21 percent, BAL will reduce language barriers to access care and improve the quality of life for LEP, low-income individuals of all ages by providing interpreting/translation services.

5. Describe the geographic coverage.

Bilingual Access Line will provide interpreter services 24/7 on Oahu, Hawai'i Island, Maui, and Kauai.

- Oahu: In person, phone, video remote, and written translation
- Hawai'i Island: Phone, video remote, and written translation
- Maui: Phone, video remote, and written translation
- Kauai: Phone, video remote, and written translation

**III. Service Summary and Outcomes**

The Service Summary shall include a detailed discussion of the applicant's approach to the request. The applicant shall clearly and concisely specify the results, outcomes, and measures of effectiveness from this request. The applicant shall:

1. Describe the scope of work, tasks, and responsibilities;

Helping Hands Hawai'i's Bilingual Access Line (BAL) will complete 1,200 interpretations or written translations for low-income individuals of all ages who need language support in Hawaii. Our BAL interpreters ensure professional, impartial language support and effective communication that can facilitate conversations between Limited English Proficient (LEP) individuals and businesses, service providers, and other agencies in Hawaii. Our language services are inclusive and available 24/7 in more than 250 languages by phone or video remote and 19 languages in person.

Another service that BAL provides is written translation. BAL can translate any documents (birth certificates, flyers, forms, brochures, letters, etc.) from English to another language and vice versa. We can also provide translation for web page content, allowing organizations and businesses to communicate online to LEP audiences. Our translation services can be provided in these 13 languages: Cantonese, Chuukese, Ilocano, Japanese, Korean, Mandarin, Marshallese, Samoan, Spanish, Tagalog, Tongan, Vietnamese, and Visayan.

BAL will develop and print flyers and other materials to distribute to businesses and organizations. Staff receive development and training opportunities year-round, and new customers receive onboard training for on-demand and scheduled appointment requests. To deliver a high quality of service, customers are surveyed monthly, and feedback is analyzed to implement improvements. Staff export data monthly to analyze patterns and trends in the LEP community.

BAL supports organizations and businesses to facilitate effective communication with LEP individuals. BAL interpreters communicate essential information between two parties to ensure clarity and understanding. This allows our community to increase accessibility and empower LEP individuals to be informed in situations like healthcare, housing, education, and legal affairs. BAL's

interpreters are knowledgeable of dialects, cultures, and customs that foster trust within complex government systems and expand equity to public services. These outcomes directly benefit the target population because BAL services bridge the communication gap between LEP individuals and businesses and organizations.

Through our interpreters, LEP individuals can freely communicate their concerns and advocate for their well-being, reducing their stress in situations like medical and public emergencies or housing evictions. When LEP individuals participate, collaborate, and take an active role in improving their family's quality of life, it creates a sustainable improvement within our community.

1. Provide a projected annual timeline for accomplishing the results or outcomes of the service;

In month 1-3, BAL will:

1. Develop and print flyers and other materials to distribute to businesses and organizations.
2. Provide staff with 1 development and training opportunity.
3. Meet with current businesses and organizations to personalize services to their needs.
4. Provide new businesses and organizations with training for on-demand and scheduled appointment requests.
5. Schedule and complete 100 appointments monthly.
6. Export monthly appointment report to track the number of completed appointments by service delivery method (i.e., in-person, phone, video remote, and written translation), location of services, industry, and demographics of LEP individuals.
7. Analyze data to identify patterns and trends within our LEP community.
8. Solicit feedback by surveying businesses and organizations that utilize language services. Collect 10 surveys monthly and analyze feedback to make informed decisions, improve service delivery, and understand the needs of our LEP community.

In month 4-6, BAL will:

1. Provide staff with 1 development and training opportunity.
2. Provide new businesses and organizations with training.
3. Schedule and complete 100 appointments monthly.
4. Export monthly appointment report.
5. Analyze data.
6. Collect 10 surveys monthly and analyze data.

In month 7-9, BAL will:

1. Distribute flyers and other materials to businesses and organizations.
2. Provide staff with 1 development and training opportunity.
3. Provide new businesses and organizations with training.
4. Schedule and complete 100 appointments monthly.



5. Export monthly appointment report.
6. Analyze data to identify patterns and trends within our LEP community.
7. Collect 10 surveys monthly and analyze data.
8. Implement operational adjustments as needed.

In month 10-12, BAL will:

1. Provide staff with 1 development and training opportunity.
2. Provide new businesses and organizations with training.
3. Schedule and complete 100 appointments monthly.
4. Export monthly appointment report.
5. Analyze data.
6. Collect 10 surveys monthly and analyze data.

2. Describe its quality assurance and evaluation plans for the request. Specify how the applicant plans to monitor, evaluate, and improve their results; and

To monitor our quality assurance, we will:

1. Provide staff with 4 development and training opportunities, such as current medical terminology, ethics, professional conduct, etc.
2. Conduct evaluations of interpreters based on their performance data, including feedback from customers.
3. Have customers complete surveys after each interpreting session to provide feedback on interpreter quality.

To evaluate we will:

1. Export monthly appointment report to track the number of completed appointments by service delivery method (i.e., in-person, phone, video, and written translation), location of services, industry, and demographics of LEP individuals.
2. Analyze data to identify patterns and trends within our LEP community.
3. Solicit feedback by surveying businesses and organizations that utilize language services.
4. Collect 10 surveys monthly and analyze feedback to make informed decisions, improve service delivery, and understand the needs of our LEP community.

To improve interpreter services, we will:

1. Provide continuing education for interpreters to participate in ongoing professional development to stay updated on terminology and best practice.
2. Regularly reinforce the importance of ethical interpreting practices and adherence to professional codes.
3. Provide background information and relevant details to the interpreter before the session to enhance understanding.
4. Continue to receive regular feedback from customers to identify areas for improvement.

3. List the measure(s) of effectiveness that will be reported to the State agency through which grant funds are appropriated (the expending agency). The measure(s) will provide a standard and objective way for the State to assess the program's achievement or accomplishment. Please note that if the level of appropriation differs from the amount included in this application that the measure(s) of effectiveness will need to be updated and transmitted to the expending agency.

BAL is our community's language partner and will benefit 1,200 low-income, LEP individuals during the grant term by supporting their language needs. Our measurable outcomes during the period include the following:

1. Complete 100 appointments per month in person, phone, video remote, or written translation for business, service providers and other agencies in Hawaii that serve low-income LEP individuals, such as healthcare, housing, education, government benefits, etc.
2. Collect 10 surveys monthly and analyze feedback to make informed decisions, improve service delivery, and understand the needs of our LEP community.
3. Identify location of appointments.

These outcomes will be reported monthly to the expending agency.

#### **IV. Financial**

##### **Budget**

1. The applicant shall submit a budget utilizing the enclosed budget forms as applicable, to detail the cost of the request.
  - a. Budget request by source of funds (See attached Budget Request by Source of Funds)
  - b. Personnel salaries and wages (See attached Budget Justification - Personnel Salaries and Wages)
  - c. Equipment and motor vehicles (Not applicable)
  - d. Capital project details (Not applicable)
  - e. Government contracts, grants, and grants in aid (See attached Government Contracts, Grants, and/or Grants-in-Aid)
2. The applicant shall provide its anticipated quarterly funding requests for the fiscal year 2026.

Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total Grant
\$37,500.00	\$37,500.00	\$37,500.00	\$37,500.00	\$150,000.00

3. The applicant shall provide a listing of all other sources of funding that they are seeking for the fiscal year 2026.

**BAL-specific funding:**

- |  |              |
|--|--------------|
| 1. City & County of Honolulu Grant-In-Aid: | \$150,000.00 |
| 2. McInerney Foundation:                   | \$ 30,000.00 |
| 3. Chamber of Commerce                     | \$ 25,000.00 |
| 4. Atherton Foundation:                    | \$ 10,000.00 |
| 5. Charity Walk                            | \$ 4,500.00  |

4. The applicant shall provide a listing of all state and federal tax credits it has been grants within the prior three years. Additionally, the applicant shall provide a listing of all state and federal tax credits they have applied for or anticipate applying for pertaining to any capital project, if applicable.

Below is a listing of all state and federal tax credits for Helping Hands Hawai'i within the prior three years:

1. 2021 - Paycheck Protection Program, \$323,239
2. 2023 - Employee Retention Credit, \$288,327

5. The applicant shall provide a listing of all federal, state, and county government contracts, grants, and grants in aid it has been granted within the prior three years and will be receiving for fiscal year 2026 for program funding. Include contracts for all programs

**BAL-specific contracts:**

1. State of Hawaii, Department of Health, Family Health Services
2. City and County of Honolulu, Office of the Prosecuting Attorney

**HHH-specific contracts:**

1. State of Hawaii, Department of Human Services, SNAP
2. State of Hawaii, Department of Human Services, TANF

6. The applicant shall provide the balance of its unrestricted current assets as of December 31, 2024.

As of December 31, 2024, the unrestricted assets (unaudited) are \$850,881.00.

**V. Experience and Capability**

**1. Necessary Skills and Experience**

The applicant shall demonstrate that it has the necessary skills, abilities, knowledge of, and experience relating to the request. State your experience and appropriateness for providing the service proposed in this application. The applicant shall also provide a

listing of verifiable experience of related projects or contracts for the most recent three years that are pertinent to the request.

For 40 years, Bilingual Access Line (BAL) has provided spoken interpretation and written translation to improve access to resources for Limited English Proficient (LEP) individuals. BAL provides services in over 250 languages and work in different industries, using industry-specific jargon that may be unfamiliar to untrained, bilingual individuals. Interpreters facilitate clear communication in all settings, including education, work, housing, social services, healthcare, court, and more.

BAL interpreters are trained professionals who help people understand and effectively communicate with individuals from diverse cultural backgrounds. They participate in quarterly professional development opportunities to maintain and improve their skills. They help provide accurate and complete interpreter services that are culturally sensitive, leading to improved relationships and trust. BAL interpreters follow the Professional Code of Conduct that include:

1. Interpreter's Code of Ethics
2. Court Code of Ethics
3. Hawaii Civil Rights Commission Code of Ethics
4. National Code of Ethics in Healthcare
5. HIPAA

One example where BAL interpreters are critical to accurately delivering services is when attorneys conduct depositions. During these appointments, interpretation involves listening to speakers, thinking, and conveying messages that require some knowledge of the legal system and terminology. Interpreters advocate for clients, ensuring they understand the conversation and can ask questions, which increases accuracy. Our interpreters build rapport with and between LEP individuals and businesses.

During the last three years, we have served over 300 customers and provided services in person, phone, and video remote. Here are the top 10 businesses and organizations that have used our services:

1. Evercare (UnitedHealthcare)
2. HMSA-Quest
3. Ohana Health Plan (WellCare)
4. Victim/Witness Kokua Services
5. Child & Family Services
6. AlohaCare
7. Hawaii State Department of Health Early Intervention Section
8. City and County of Honolulu Rental Assistance Branch
9. eWorld Enterprise Solutions, Inc.
10. Hawaii State Department of Human Services Social Services Division

During the last three years, we have translated over 75,000 words for an array of projects, such as:

1. Child & Family Service program flyer
2. City & County of Honolulu Rental Assistance Branch housing letter
3. Hawaii State Department of Education parent letter, birth certificate, and tuberculosis form
4. Hawaii State Department of Labor phone script for automation and voice recording
5. City & County of Honolulu Office of the Prosecuting Attorney adult felony brochures and surveys
6. DTRIC Insurance medical bills
7. eWorld Enterprise Solutions, Inc. surveys and webforms
8. Pacific Survivor Center brochures and forms
9. University of Hawaii at Manoa College of Tropical Agriculture and Human Resources SNAP flyers and questionnaire

## **2. Facilities**

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the request. If facilities are not presently available, describe plans to secure facilities.

Helping Hands Hawai'i owns our property, which is located in Kalihi at 2100 N. Nimitz Highway. The property is over 12,000 square-feet, accessible by several bus stops and the H-1 freeway. Individuals have access to nearly 40 parking stalls, and our facility is compliant with the Americans with Disabilities Act.

## **VI. Personnel: Project Organization and Staffing**

### **1. Proposed Staffing, Staff Qualifications, Supervision and Training**

The applicant shall describe the proposed staffing pattern and proposed service capacity appropriate for the viability of the request. The applicant shall provide the qualifications and experience of personnel for the request and shall describe its ability to supervise, train, and provide administrative direction relative to the request.

The proposed staffing pattern for BAL is:

1. Jessica Daniels, Program Manager: Jessica joined Helping Hands Hawai'i in 2000 and has managed BAL since 2003. She has a Bachelor of Science in Business Administration in Computer Information System from Hawaii Pacific University. She is active in groups, like Language Access Advisory Council, Hawaii Coalition for Immigrant Rights, and National Council Interpreting Healthcare, that advocate for LEP individuals and is knowledgeable about their disadvantages within our community. She recruits, monitors, and develops staff and implements and evaluates BAL's policies and procedure. She analyzes data to assess community

trends and needs. She maintains strong working relationships with an array of businesses and organizations, and work directly, cooperatively, and collaboratively with multi-faceted and multi-ethnic programs, staff, and volunteers.

2. Kapiolani Diaz, Billing Specialist: Kapiolani worked as a Clerical Supervisor III at the State of Hawaii Department of Labor and Industrial Relations for more than five years, supervising 10 clerical staff. She received and processed worker's compensation claims and worked with different insurance companies to assure that the claims submitted to the state were completed. As a new hire, she will maintain accurate records with billing and manage accounts receivable. She will work closely with customers to verify that their accounts are current.
3. Lead Customer Service Specialist: Currently vacant, this position requires an individual with a minimum of two years of job-related working experience, effective communications skills, and the ability to work directly, cooperatively, and collaboratively with multi-faceted and multi-ethnic programs, staff, and volunteers. They will be responsible for answering program inquiries, dispatching requests, scheduling interpreter services, and conducting customer surveys.
4. Interpreters: Staff must accurately interpret and translate the complete meaning of what is said between service providers and LEP speakers in person, phone, video remote, or written. They must maintain confidentiality, professionalism, and accurate documentation. Currently, we have 35 staff who have more than 150 years of experience providing assistance in 19 languages. We are actively hiring more interpreters to build capacity.
5. Sandy Lau, Accounting Manager: Sandy has been with Helping Hands Hawai'i for 16 years and managed our accounting department for six years. She has a Bachelor's degree in Accounting and a minor in Speech from the University of Hawaii at Manoa. She is responsible for maintaining the agency's accounting records, internal control systems, and coordinates the agency's annual financial audit. She supervises accounting clerks to ensure their work is properly allocated, completed timely and accurately, and in accordance with Accounting policies, procedures, and GAAP.

With the current BAL team, our capacity for the past two years was:

**2023**

BAL completed 3,628 interpretation appointments in total, which consisted of:

1. 1,571 in person
2. 1,578 phone

3. 224 by video
4. 255 written translation projects (brochures, flyers, forms, and certificates)

In these appointments, the program served individuals of all ages, including:

1. 348 children (ages 0-14)
2. 121 youths (ages 15-24)
3. 647 adults (ages 25-64)
4. 1,337 seniors (ages 65 and over)
5. 1,175 unknowns (where ages or birth dates were not provided)

## **2024**

BAL completed 3,312 interpretation appointments in total, which consisted of:

1. 1,031 in person
2. 1,972 phone
3. 224 by video
4. 85 written translation projects (brochures, flyers, forms, and certificates)

In these appointments, the program served individuals of all ages, including:

1. 190 children (ages 0-14)
2. 51 youths (ages 15-24)
3. 406 adults (ages 25-64)
4. 1,246 seniors (ages 65 and over)
5. 1,419 unknowns (where ages or birth dates were not provided)

BAL continues to increase its capacity through process and technological improvements. These changes have minimized manual processes, increased impact, and eliminated barriers that prevented LEP individuals from receiving help. We continue to analyze data to make informed decisions, improve service delivery, and understand the needs of our LEP community.

## **2. Organization Chart**

The applicant shall illustrate the position of each staff and line of responsibility/supervision. If the request is part of a large, multi-purpose organization, include an organization chart that illustrates the placement of this request.

See attached Organization Chart.

## **3. Compensation**

The applicant shall provide an annual salary range paid by the applicant to the three highest paid officers, directors, or employees of the organization by position title, not employee name.

The three highest paid employees are:

President/CEO: \$103,000 - \$113,000

Director of Operations: \$75,000 - \$85,000

Communication and Development Manager: \$65,000 - \$75,000

## **VII. Other**

### **1. Litigation**

The applicant shall disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgement. If applicable, please explain.

Not Applicable.

### **2. Licensure or Accreditation**

The applicant shall specify any special qualifications, including but not limited to licensure or accreditation that the applicant possesses relevant to this request.

Not Applicable.

### **3. Private Educational Institutions**

The applicant shall specify whether the grant will be used to support or benefit a sectarian or non-sectarian private educational institution. Please see **Article X, Section 1, of the State Constitution** for the relevance of this question.

Not Applicable.

### **4. Future Sustainability Plan**

The applicant shall provide a plan for sustaining after fiscal year 2026 the activity funded by the grant if the grant of this application is:

(a) Received by the applicant for fiscal year 2026, but

Helping Hands Hawai'i has developed a multiprong plan that supports the sustainability of the entire agency, which includes the Grant-in-Aid award for BAL. At the end of fiscal year 2026, the agency will have:

1. Secured revenue from individuals, foundation grants, corporate gifts, and government funding by cultivating and stewarding relationships with supporters.
2. Strategized and deployed marketing to secure new business and organizational support.
3. Hired professional interpreters experienced in our most requested languages.
4. Continued to improve operational efficiencies.



5. Analyzed data to assess community trends, which allows us to make data-driven decisions to address community needs.

After receiving a Grant-in-Aid award, HHH will have more opportunities to increase service to LEP community members, businesses, and organizations that support them.

(b) Not received by the applicant thereafter.

Helping Hands Hawai'i has developed a multiprong plan that supports the sustainability of the entire agency. Helping Hands Hawai'i's goals include:

1. Restructuring its programs to increase meaningful impact for clients (both qualitative and quantitative outcomes/results) and generate greater donor connection and support.

Obj. 1: Develop and implement an internal reorganization plan to improve operational efficiencies, cost-effectiveness, and service quality.

Obj. 2: Develop and implement a plan for ongoing professional development, recruitment, and retention.

Obj. 3: Develop an ongoing plan for technological acquisition, maintenance, and upgrade so that staff are enabled to work effectively.

2. Solidifying its financial strengths and growth to sufficiently respond to emerging issues and growth opportunities.

Obj. 1: Develop, initiate, and implement a 5-year, multipronged fund development plan to increase unrestricted revenue.

HHH is in year three of a five-year strategic plan to implement the above objectives. Without the Grant-in-Aid award, we will continue to prioritize efforts to streamline workflows, reduce manual processing, and increase marketing efforts to attract new customers. By securing different revenue streams, this diversity will allow our organization to be sustainable and have the flexibility to increase capacity.

Human resources drive HHH's operations, and we will continue to recruit mission-aligned board members, staff, and volunteers to increase our impact. These ambassadors of HHH will actively engage with our community to increase support.

We will continue to prioritize staff development and hiring applicants who align with our mission will support sustainability and growth. Collecting and analyzing data to identify patterns and trends will allow us to solve current problems, forecast and identify new issues, and adapt quickly to the needs of our community.

Being data-driven allows us to communicate with our stakeholders on their impact. With our software platform, businesses and organizations can instantly request and receive interpretation services. This lessens the geographic barriers that prevent an LEP individual from receiving language support.

BAL has been contributing to the community's long-term benefit for almost 40 years. We continue to innovate our services to remove barriers, like transportation, mobility/disability, technology, and cultural unawareness, and increase accessibility to community resources. This allows businesses and organizations to expand their service into a market that they have had limited access to. With our development, fundraising and marketing plan to increase awareness and support to provide equitable access to services through language, we will be able to increase capacity and be sustainable for the next 40 years.

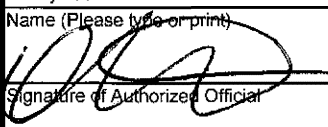
# Attachment A

## Budget Forms

## BUDGET REQUEST BY SOURCE OF FUNDS

Period: July 1, 2025 to June 30, 2026

Applicant: Helping Hands Hawaii

BUDGET CATEGORIES	Total State Funds Requested (a)	Total Federal Funds Requested (b)	Total County Funds Requested (c)	Total Private/Other Funds Requested (d)
<b>A. PERSONNEL COST</b>				
1. Salaries	98,897			
2. Payroll Taxes & Assessments	10,770			
3. Fringe Benefits	16,964			
<b>TOTAL PERSONNEL COST</b>	<b>126,631</b>			
<b>B. OTHER CURRENT EXPENSES</b>				
1. Airfare, Inter-Island				
2. Insurance				
3. Lease/Rental of Equipment				
4. Lease/Rental of Space				
5. Staff Training				
6. Supplies				
7. Telecommunication				
8. Utilities				
9. Professional Fees	6,600			
10. Software Subscription Fees	8,700			
11. Payroll Service Fees	8,069			
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<b>TOTAL OTHER CURRENT EXPENSES</b>	<b>23,369</b>			
<b>C. EQUIPMENT PURCHASES</b>	<b>0</b>			
<b>D. MOTOR VEHICLE PURCHASES</b>	<b>0</b>			
<b>E. CAPITAL</b>	<b>0</b>			
<b>TOTAL (A+B+C+D+E)</b>	<b>150,000</b>			
<b>SOURCES OF FUNDING</b>		Budget Prepared By:		
(a) Total State Funds Requested	150,000	Sandy Lau 808-440-3844		
(b) Total Federal Funds Requested	0	Name (Please type or print) Phone		
(c) Total County Funds Requested	0	 1/15/25		
(d) Total Private/Other Funds Requested	0	Signature of Authorized Official Date		
<b>TOTAL BUDGET</b>	<b>150,000</b>	Danielle Maldonado, Director of Operations		
		Name and Title (Please type or print)		

### BUDGET JUSTIFICATION - PERSONNEL SALARIES AND WAGES

Period: July 1, 2025 to June 30, 2026

Applicant: Helping Hands Hawaii

POSITION TITLE	FULL TIME EQUIVALENT	ANNUAL SALARY A	% OF TIME ALLOCATED TO GRANT REQUEST B	TOTAL STATE FUNDS REQUESTED (A x B)
BAL Program Manager	1	\$65,280.00	32.50%	\$ 21,216.00
BAL Lead Customer Service	1	\$40,706.00	25.00%	\$ 10,176.50
BAL Billing Speacilist	0.5	\$54,080.00	50.00%	\$ 27,040.00
Interpreters, on-call	0.5	\$96,000.00	35.00%	\$ 33,600.00
Accounting Manager	0.5	\$62,400.00	11.00%	\$ 6,864.00
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
<b>TOTAL:</b>				<b>98,896.50</b>
<b>JUSTIFICATION/COMMENTS:</b>				

## BUDGET JUSTIFICATION - EQUIPMENT AND MOTOR VEHICLES

Period: July 1, 2025 to June 30, 2026

Applicant: Helping Hands Hawaii

DESCRIPTION EQUIPMENT	NO. OF ITEMS	COST PER ITEM	TOTAL COST	TOTAL BUDGETED
NOT APPLICABLE			\$ -	
			\$ -	
			\$ -	
			\$ -	
			\$ -	
TOTAL:				
JUSTIFICATION/COMMENTS:				

DESCRIPTION OF MOTOR VEHICLE	NO. OF VEHICLES	COST PER VEHICLE	TOTAL COST	TOTAL BUDGETED
NOT APPLICABLE			\$ -	
			\$ -	
			\$ -	
			\$ -	
			\$ -	
TOTAL:				
JUSTIFICATION/COMMENTS:				

NOT APPLICABLE

## BUDGET JUSTIFICATION - CAPITAL PROJECT DETAILS

Period: July 1, 2025 to June 30, 2026

Applicant: Helping Hands Hawaii

FUNDING AMOUNT REQUESTED						
TOTAL PROJECT COST	ALL SOURCES OF FUNDS RECEIVED IN PRIOR YEARS		STATE FUNDS REQUESTED	OTHER SOURCES OF FUNDS REQUESTED	FUNDING REQUIRED IN SUCCEEDING YEARS	
	FY:2023-2024	FY:2024-2025	FY:2025-2026	FY:2025-2026	FY:2026-2027	FY:2027-2028
PLANS						
LAND ACQUISITION						
DESIGN						
CONSTRUCTION						
EQUIPMENT						
TOTAL:						
JUSTIFICATION/COMMENT NOT APPLICABLE						

**GOVERNMENT CONTRACTS, GRANTS, AND / OR GRANTS IN AID**

Applicant: HELPING HANDS HAWAII

Contracts Total: 2,262,121

	CONTRACT DESCRIPTION	EFFECTIVE DATES	AGENCY	GOVERNMENT ENTITY (U.S./State/Hawaii/ Honolulu/ Kauai/ Maui County)	CONTRACT VALUE
1	DHS-19-ETPO-0035, Supplemental 4	01/01/2022-12/31/2022	DHS	Federal Funded	200,000
2	DHS-23-TANF-0045	01/01/2023-12/31/2023	DHS	Federal Funded	400,000
3	DHS-23-TANF-0045, Supplemental 1	01/01/2024-12/31/2024	DHS	Federal Funded	400,000
4	DHS-23-TANF-0045, Supplemental 2	01/01/2025-12/31/2025	DHS	Federal Funded	400,000
5	DHS-22-SNAP-0105, S1	10/01/2022-09/30/2023	DHS	State, Federal	182,149
6	DHS-22-SNAP-0105, S2	10/01/2023-09/30/2024	DHS	State, Federal	203,285
7	DHS-22-SNAP-0105, S3	10/01/2024-09/30/2025	DHS	State, Federal	253,855
8	Grant-in-Aid, CT-DCS-2200029	10/01/2021-09/30/2022	GIA	City/Honolulu	199,908
9	C&C Honolulu DO-PAT-2500145, v1	07/26/2024-01/31/2025	Pros Atty	City/Honolulu	16,400
10	C&C Honolulu DO-PAT-2500160, V1	07/26/2024-01/31/2025	Pros Atty	City/Honolulu	6,525
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# Attachment B

## Organization Chart



### Organization Chart

